

## Workforce System Performance Metrics

**PRESENTED BY:** Dave Wallace, Workforce Board

**CHECK ONE:**

☐ Action Item

☐ Possible Action

☒ Discussion Only

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**SUMMARY:**

There will be a discussion of data metrics that show how well the workforce development system is doing compared to goals outlined in the previous state workforce plan, also known as *Talent and Prosperity for All* (TAP). Board members requested that staff review progress made on these goals as we embark on an update of the plan that is due in March of 2024. While many goals don't have easily tracked metrics, where allowable, this presentation will feature targets and attainment levels associated with those targets.

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**BACKGROUND:**

At the November meeting, Board members requested agency staff provide an overview of workforce system performance of targets outlined in the state's strategic workforce plan, TAP. Performance questions arose from a discussion about plans for updating the state workforce development plan, due next year. The request was to see, where possible, how well the state did in meeting its goals in the past plan.

Many of the goals laid out in the previous TAP Plan are high level with no possible metrics connected to them. For this presentation, staff went through the plan and, where available, pulled out clearly defined targets and matched against outcomes. However, in many, if not most cases, this was not possible across the workforce system. Therefore, staff reached out to agency and program partners and collected where available other targets set for the system and then contrasted those against outcomes.

The Board has in the past identified standardized performance measures such as:

- Did participants of workforce programs get the skills they needed?
- After leaving the program, were participants employed?
- How much did they earn?
- Were program participants and their employers satisfied?
- Did the participant and public get a good return on investment?

For programs such as the Workforce Innovation and Opportunity Act (WIOA) Core programs, targets in most cases were negotiated and will be presented with comparable outcomes. In addition to employment and earnings measures, WIOA has required credential attainment and measurable skill gains to be tracked and measured against targets. But even for these WIOA programs there are high level TAP goals that cannot currently be measured and don't have specific targets identified.

For the federal Carl D. Perkins Vocational and Technical Education Act (which focuses on career and technical education at both the middle/high school and postsecondary level), targets and measures are focused on measures like credential attainment. The TANF and BFET programs don't have WIOA targets but where it makes sense, Board staff will present relevant targets. WorkFirst does have targets with measurable outcomes, and these will be covered in the presentation.

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**STAFF GUIDANCE & RECOMMENDATION:**

This information is for discussion only.